



AAC

Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
202-962-6060

METROACCESS SUBCOMMITTEE
PERFORMANCE REPORT - April 17, 2017 Meeting

1- NUMBER OF REGISTRANTS

As of February 29, 2016 : 39,911
As of February 28, 2017 : 42,274
Change : (+5.92%)

2- SERVICE PROVIDED

a. Ridership

		<i>(Passengers)</i>	<i>(Completed Trips)</i>
February 2016	:	183,031	156,986
February 2017	:	186,181	158,403
Change	:	(+1.72%)	(+0.90%)
2016 FYTD	:	1,477,406	1,259,949
2017 FYTD	:	1,559,488	1,323,286
Change	:	(+5.56%)	(+5.03%)

b. Average Weekday Ridership

February 2016	:	7,735
February 2017	:	8,210
Change	:	(+6.15%)
2016 FYTD Average	:	7,523
2017 FYTD Average	:	7,950
Change	:	(+5.68%)

c. Reservations

February 2016	:	270,323
February 2017	:	268,567
Change	:	(-0.65%)
2016 FYTD	:	2,161,638
2017 FYTD	:	2,285,734
Change	:	(+5.74%)

d. Trips Scheduled

February 2016	:	201,963
February 2017	:	201,091
Change	:	(-0.43%)
2016 FYTD	:	1,622,810
2017 FYTD	:	1,692,931
Change	:	(+4.32%)

e. No-Shows

(As a percentage of scheduled trips)

February 2016	:	3,097	(1.53%)
February 2017	:	2,871	(1.43%)
Change	:	(-7.30%)	(-0.10%)
2016 FYTD	:	26,949	(1.66%)
2017 FYTD	:	25,415	(1.50%)
Change	:	(-5.69%)	(-0.16%)

f. Late Cancellations

(As a percentage of scheduled trips)

February 2016	:	10,983	(5.53%)
February 2017	:	10,011	(4.98%)
Change	:	(-8.85%)	(-0.55%)
2016 FYTD	:	87,720	(5.53%)
2017 FYTD	:	83,936	(4.98%)
Change	:	(-4.31%)	(-0.55%)

3- PERFORMANCE OUTCOMES

a. Safety - Collisions per 100,000 Service Miles [Goal ≤ 2.9]:

February 2016	:	3.03
February 2017	:	1.71
Change	:	(-43.80%)

b. Safety - Preventable Collisions per 100,000 Service Miles [Goal \leq 2.0]

February 2016	:	1.18
February 2017	:	0.63
Change	:	(-47.01%)

c. Safety - Passenger Injuries per 100,000 Passengers

February 2016	:	2.19
February 2017	:	1.61
Change	:	(-26.27%)

d. On-Time Performance [Goal \geq 92.0%]

February 2016	:	93.13%
February 2017	:	87.42%
Change	:	(-5.70%)
2016 FYTD	:	93.81%
2017 FYTD	:	87.05%
Change	:	(-6.76%)

e. Percentage of Missed Trips [Goal \leq 0.75%]

February 2017	:	0.91%
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f. Percentage of Excessively Late Trips [Goal \leq 0.75%]

(More than 20 minutes beyond the pickup window)

February 2017	:	2.81%
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g. Customer Complaints per 1,000 trips requested [Goal \leq 5.00]

February 2016	:	3.78
February 2017	:	5.53
Change	:	(+46.25%)
2016 FYTD	:	3.70
2017 FYTD	:	6.25
Change	:	(+69.07%)

4- AUTOMATED PROCESSES

a. Trips Booked by Internet

(As a percentage of total reservations)

February 2016	:	37,178	(13.75%)
February 2017	:	40,128	(14.94%)
Change	:	(+7.93%)	(+1.19%)

b. Trips Cancelled by Internet

(As a percentage of total reservations)

February 2016	:	17,693	(6.65%)
February 2017	:	19,043	(7.09%)
Change	:	(+6.01%)	(+0.44%)

c. Trips Cancelled by Interactive Voice Response System (IVR)

(As a percentage of total reservations)

February 2016	:	8,389	(3.10%)
February 2017	:	9,126	(3.40%)
Change	:	(+8.79%)	(+0.30%)

d. EZ-Pay

(As a percentage of total reservations)

		(Transactions)		(Value Added)
February 2016	:	5,756	(2.13%)	\$391,078
February 2017	:	5,961	(2.22%)	\$419,233
Change	:	(+3.56%)	(+0.09%)	(+7.20%)

5- FARES (Paying Passengers Only)

a. Average Fare

February 2017	:	\$4.71
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b. Percentage Paying Maximum \$6.50 Fare

February 2017 : 33.64%

